

104 – COLLECTIONS

Change #1-2016
September 1, 2016

I. THIS CHAPTER PROVIDES INSTRUCTIONS AND INFORMATION FOR:

- The Collections Menu function options;
- The Collections Menu function keys;
- The Payments field descriptions;
- The Payments function keys;
- Adding a payment by referral ID;
- Adding a payment by individual ID;
- Displaying a payment;
- Entering a Compromised Amount (FNS Only);
- Undoing a Compromised Amount (FNS Only);
- Increasing the Current Balance;
- Decreasing the Current Balance;
- Applying a payment/adjustment;
- The Payment History By Referral field description;
- The Payment History By Referral function keys;
- Displaying a list of payment history by referral;
- Viewing payment details (Payment History By Referral);
- The Payment History By Individual field descrip;
- The Payment History By Individual function keys;
- Displaying a list of Payment History By Individual;
- Viewing payment Details (Payment History By Individual);
- The NC Debt Setoff Pending function keys;
- Setting or Updating a DOR appeal flag;

- Setting DOR O appeal flag;
- TOP Payments Online Posting/Correction/Refund/Reversal
- Entering field details using F4 key;
- Searching for an individual ID.
- EIS Recoupment Process
- FSIS Recoupment Process

II. COLLECTIONS MENU

A. Collections Menu Options

OPTION	DESCRIPTION
1. Payments/Adjustments/Reversals	To enter payments or adjustments
2. Payment History by Referral	To view payment history by referral
3. Payment History by Individual	To view payment history by individual
4. NC Debt Setoff Pending Intercept	To view, apply and update pending NC tax intercepts

B. Collections Menu Function Keys

KEY	DESCRIPTION
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu

III. PAYMENTS

Payments can be received from many sources, such as the individual, Recoupments, Tax Intercept, etc. It is required that these payments be recorded and maintained in EPICS. The *PAYMENTS* screen provides the investigator or collector with a means for entering payments and updating claim balances.

FIELD	DESCRIPTION	REQUIRED	SYSTEM GENERATED	OPTIONAL
DATE RECEIVED	10 character (MM/DD/YYYY) date the payment was posted- defaults to the current date	X		
RECEIPT #	10 character receipt number		X	
COLLECTOR	County Worker number of the person signed in posting the payment.		X	
CREATE DATE	10 character (MM/DD/YYYY) date the payment was actually entered into the system		X	
COMMENTS	Up to 80 characters; textual description about the payment			X

B. Payment Function Keys

KEY	DESCRIPTION
F2	To clear the screen
F3	To exit and return to the Main Menu
F4	To display a list
F6	To add the payment (save)
F7	To display a payment
F8	To enter a payment correction
F12	To cancel or return to the previous screen

C. Payment By Referral ID Or Individual ID

A collector can add a payment by applying it to a specific referral. There may be multiple debtors assigned to a particular referral. Always ensure you are posting the payment to the correct debtor.

If multiple debtors, i.e. husband and wife, are paying on a **specific** referral, they should be posted by Referral ID versus Debtor Individual ID. This ensures the entire payment(s) is credited on a specific referral.

1. To add a payment by referral ID
 - a. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.
 - b. In the **ENTER OPTION** field, key the number 1 and press **Enter**. The PAYMENTS screen displays.

FR39	NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM	02/24/2004
FRD0390	PAYMENTS	10:46:54
REFERRAL ID: _____ + DEBTOR INDIVIDUAL ID: _____ _ +		
NAME: _____		
SSN: _____	DOB: _____	SEX: _____
COUNTY: _____	PROGRAM: _____	CASE ID: _____ COUNTY CASE #: _____
TYPE OF CLAIM: _____ OVER		
OP/OI BALANCE: _____	COLLECTION: _____	OVERPAYMENT PERIOD: _____
METHOD OF COLLECTION: _____ +	CYCLE NUM: _____	00/00/0000 00/00/0000
PAYOR NAME: _____	+ _____	00/00/0000 00/00/0000
PAYMENT AMOUNT: _____	AMT APPLIED: _____	00/00/0000 00/00/0000
CHECK NUMBER: _____		00/00/0000 00/00/0000
DATE RECEIVED: _____	RECEIPT #: _____	
COLLECTOR: _____ CREATE DATE: _____		
PAYMENT COMMENT:		

F2= CLEAR F3= EXIT F4= LIST F6= ADD F7= DISPLAY F8= CORRECTION F12= CANCEL		

NOTE: If you do not know the code or value for a field, you may use the = and **F4** key to display a list of codes or values for the selection. This field attribute is only available on those fields that contain a + (plus sign) to the right of the field.

- c. In the **REFERRAL ID** field, key the ID and press **Enter**. The referral displays.
- d. In the **METHOD OF COLLECTION** field, key the collection method.

 You may use the equal (=) key and F4 key to obtain the list of codes. From the list of codes, enter an 'S' under the SELECT column by the appropriate code. Press ENTER. The code selected is brought forward to the **METHOD OF COLLECTION** field.
- e. In the **PAYOR NAME** field, verify payor's name. If necessary, select a different payor.

- e. In the **PAYMENT AMOUNT** field, key the dollar amount of the payment.
- f. In the **DATE RECEIVED** field, key the date the payment was received.

NOTE: The **DATE RECEIVED** field defaults to today's date unless changed.

- g. If necessary, enter data in the optional fields.
- h. To add/save the payment, press the **F6** function key.

NOTE: The **RECEIPT NUMBER** field is system generated upon adding the payment.

- i. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

D. Display a Payment By Receipt Number

1. From the **MAIN MENU**, key the number 4 in the Enter Option field and press **Enter**. The COLLECTIONS MENU displays.
2. In the **ENTER OPTION** field, key the number 1 and press **Enter**. The PAYMENTS screen displays.
3. In the **RECEIPT #** field, key the number and press Enter or the F7 function key. The payment displays.

NOTE: Multiple payments tied to one receipt can not be displayed using the Payment screen. The error message, 'MULTIPLE REFERRALS FOR RECEIPT #. GO TO PAYMENT HISTORY BY REF/IND' is displayed.

4. To exit and return to the **MAIN MENU**, press the F3 function key. The MAIN MENU displays.

E. Compromised Amounts (FNS ONLY)

1. To enter a Compromised Amount (*FNS Only*)

There are times when the overpayment and current balance originally entered into EPICS on the Claim Detail screen is different, due to a negotiation or judgement and needs to be adjusted. Entering a compromised amount does this.

When you enter a compromised amount, the current balance will subtract the amount entered to reflect the change, i.e., original overpayment and current balance was \$250.00.

You enter a compromised amount of \$100.00. Your Current Balance field now reflects a balance of \$150.00, providing no payments have been made.

The Overpayment Amount field automatically changes. This field is unprotected and can be changed by the end-user.

- a. From the **MAIN MENU**, key the number 4 in the Enter Option field and press Enter. The **COLLECTIONS MENU** displays.
- b. In the **ENTER OPTION** field, key the number 1 and press Enter. The **PAYMENTS** screen displays.
- c. In the **REFERRAL ID** field, key the ID and press Enter. The referral displays.
- d. In the **METHOD OF COLLECTION** field, key the code AJCA, Adjustment Compromised Amount.
- e. In the **PAYOR NAME** field, verify payor's name. If necessary, select a different payor.

NOTE: The **PAYOR NAME** field defaults to the case head payee name.

- f. In the **PAYMENT AMOUNT** field, key the dollar amount of the compromise.
- g. In the **DATE RECEIVED** field, key the date of the compromise.

NOTE: The **DATE RECEIVED** field defaults to today's date unless changed.

- h. In the **PAYMENTS COMMENTS** field, enter a description of the compromise, if necessary.
- i. To add/save the compromise, press the F6 function key.

NOTE: The **RECEIPT NUMBER** field is system generated upon adding the compromise and the **OP/OI BALANCE** field reflects the new balance.

- j. To exit and return to the **MAIN MENU**, press the F3 function key. The **MAIN MENU** displays.

2. To undo a Compromised Amount (FNS Only)

Once a Compromised Amount has been entered, the field becomes protected and must be adjusted through the payment screen.

For AFDC and Work First Claims

Economic and Family Services staff at 919-334-1265.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor

For Medicaid Claims:

DMA Program Integrity staff at 919-814-0036.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor

For Food and Nutrition Services Claims:

FNSEP Program Integrity staff at 919-334-1265.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor

1. From the **MAIN MENU**, key the number 4 in the Enter Option field and press Enter. The **COLLECTIONS MENU** displays.
2. In the **ENTER OPTION** field, key the number 1 and press Enter. The **PAYMENTS** screen displays.
3. In the **REFERRAL ID** field, key the ID and press Enter. The referral displays.
4. In the **METHOD OF COLLECTION** field, key the code AJCI, Adjustment Increase Current Balance.

5. In the **PAYOR NAME** field, verify payor's name. If necessary, select a different payor.
NOTE: The **PAYOR NAME** field defaults to the case head payee name.
6. In the **PAYMENT AMOUNT** field, key the dollar amount of the increase to be made to the current balance.
NOTE: The overpayment field can never be less than the current balance field. If this occurs, you must adjust the overpayment field prior to adjusting the current balance field.
7. In the **DATE RECEIVED** field, key the date of the increase.
NOTE: The **DATE RECEIVED** field defaults to today's date unless changed.
8. In the **PAYMENTS COMMENTS** field, enter a description of the increase, if necessary.
9. To add/save the increase, press the F6 function key.
10. To exit and return to the **MAIN MENU**, press the **F3** function key. The **MAIN MENU** displays.

G. To Decrease The Current Balance (STATE LEVEL ACCESS ONLY)

The **CURRENT BALANCE** can only be decreased by State staff. The error message: '**INSUFFICIENT AUTHORIZATION – RESTRICTED TO STATE PI STAFF ONLY. CONTACT STATE PI.**' is displayed should you attempt to adjust the **CURRENT BALANCE**.

If an adjustment is needed to decrease the Current Balance, fax the request to:

For AFDC and Work First Claims:

Economic and Family Services staff at 919-334-1265.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor

For Medicaid Claims:

DMA Program Integrity staff at 919-814-0036.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor

For Food and Nutrition Services Claims:

FNSEP Program Integrity staff at 919-334-1265.

Include on the fax request:

- a.. Casehead Name
- b. Referral ID
- c. Debtor Individual ID
- d. Reason for Increase of Balance
- e. Correct Balance Amount
- f. Signature of Supervisor

1. From the **MAIN MENU**, key the number 4 in the Enter Option field and press Enter. The **COLLECTIONS MENU** displays.
2. In the **ENTER OPTION** field, key the number 1 and press Enter. The **PAYMENTS** screen displays.
3. In the **REFERRAL ID** field, key the ID and press Enter. The referral displays.
4. In the **METHOD OF COLLECTION** field, key the code AJCD, Adjustment Decrease Current Balance.
5. In the **PAYOR NAME** field, verify payor's name. If necessary, select a different payor.

NOTE: The **PAYOR NAME** field defaults to the case head payee name.

6. In the **PAYMENT AMOUNT** field, key the dollar amount of the decrease to be made to the current balance.

NOTE: The overpayment field can never be less than the current balance field. If this occurs, you must adjust the overpayment field prior to adjusting the current balance field.

ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS)

Change #1-2007

COLLECTIONS

August 1, 2007

FIELD	DESCRIPTION	REQUIRED	SYSTEM GENERATED	OPTIONAL
ORIGINAL OP/OI BALANCE	Original overpayment or overissuance amount of the claim		X	
S	1 character code used to select a referral for viewing			X
CREATE DT	Date the payment was made against the claim		X	
RECEIVE DT	Amount of the payment made against the claim		X	
AMOUNT RECEIVED	Total dollar amount received for payment – this amount may be different than amount applied		X	
AMOUNT APPLIED	Total dollar amount applied to towards the payment – this amount may be different than amount received		X	
METH	Means by which the money is collected		X	
WRKR	The worker number for the individual entering the payment		X	
OVERCOLLECTION	Difference between amount received and amount applied – this is generally a refund.		X	

From the **NC DEBT SETOFF PENDING INTERCEPTS** screen, you can set and identify those intercepts for which the debtor requests an appeal.

Additionally, you can identify those intercepts, which will be applied to the claim balances due to the 30-day timeframe expiring without a response from the debtor.

If the debtor waives their right to the funds it will immediately be removed from this screen and payment and/or refund will be applied to the referral(s). If the appeal decision ruling is in the favor of the county, the referral(s) will disappear from the screen the next time the Apply Payment batch job is run by EPICS.

NOTE: Any updates to DOR and TOP, please mail or fax request on county letterhead to the appropriate State DMA or DSS staff to the following:

Mailing address: DMA, Quality Assurance Section-18
2501 Mail Service Center
Raleigh, NC 27699-2501
Fax number: (919) 814-0036

Mailing address: DSS Economic and Family Services
2420 Mail Service Center
Raleigh, NC 27699-2420
Fax number: (919) 334-1265

The request must include:

- Referral ID
- Case head Name
- Program Case ID
- Justification for refund of interception
- Amount of the interception
- Reason for the interception refund
- Investigator's signature
- Program Integrity supervisor's signature

Upon approval of the request, State staff will process release of the interception.

ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM (EPICS)

Change #1-2007

COLLECTIONS

August 1, 2007

EST. DATE	10 character date in which the claim goes into CO status, by entering the Claim Type as AE, SIE, IHE, or IPV		X	
CNTY	3 digit number from 000-100 representing the issuing county in which the overpayment took place		X	
CURRENT BALANCE	Up to 9 characters; Current amount due on the claim		X	
AMOUNT INTERCEPTED	The amount of money intercepted as a result of NC Debt Setoff for the selected referral		X	
INTERCEPT DATE	The date the money was intercepted by DOR.		X	
NOTICE DATE	The date the NC Debt Setoff 30-Day Notice was sent to the debtor.		X	

IX. UTILIZING F4

If you do not know the code or value for a field, you can use the *F4* key, which will display a list of codes or values for selection. This field attribute is only available in those fields that contain a + (plus sign) to the right of the field.

To enter field details using F4

1. In the field that contains a + (plus sign) to the right of the field, key = (equal sign) and press **F4**. The specific code list screen displays.
2. To select a code or value, tab to the appropriate code/value in the **S** column and key s.
3. Press **Enter**. The previous screen displays with the field populated with the selected code or value.
4. Continue entering or updating the screen details.

X. NAME SEARCH

When you are working with referrals and are uncertain of the individual ID, use the *Name Search* function. This searching method provides you with the capability to search CNDS for an individual ID number. There are 4 search criteria. You can *only* select one search method:

- 0 Name, Sex, Date of Birth only
- 1 SSN (social security number) only
- 2 Individual ID only
- 3 Case ID only

A. Name Search Function Key Descriptions

KEY	DESCRIPTION
F1	To access EPICS on-line help
F3	To exit and return to the Main Menu
F4	To clear the search criteria fields
F11	To display the Maintain Client screen
F12	To return to the previous screen

B. Search Individual ID Using Name Search Function

1. In the **INDIVIDUAL ID** field, key = and press **F4**. The NAME SEARCH screen displays.
2. Select a search method and key the appropriate information in the field(s).

3. To initiate the search, press **Enter**. The Name List screen displays with all records that match your search criteria.
4. In the **Sel** column, key a S in the field next to the appropriate individual and press **Enter**. The previous screen displays with the data from the search.
5. Continue entering or updating the screen details.

XI. AFDC/TANF RECOUPMENT PROCESS

- A. **NCFAS**T drives the recoupment process. The worker enters the recoupment amount into **NCFAS**T. If the amount entered is greater than \$99, the case is displayed on the FRD401 Error Report with the message: RECOUPMENT AMOUNT EXCEEDS \$99.
- B. **NCFAS**T sends EPICS the case ID's that contain recoupment data. EPICS searches CNDS for all individual ID numbers that are included on the **NCFAS**T case.

If client is not found, the case is displayed on the FRD401 EIS Recoupment Error Report with the message: CNDS CONTAINS NO PERSON FOR THIS CASE.

- C. The program searches to determine the persons included on the **NCFAS**T case and determines if the dependent indicator is I or P (CNDS).
- D. Using the information in C. above, the program determines which persons are debtors in EPICS and if:
 1. The Referral Status is CO
 2. The Program is AFDC or TANF
 3. The Current Balance is greater than zero (0.00)
 4. The Claim Type is IPV, IHE, AE, SIE

They are excluded if:

1. Claim is Deleted
 2. Claim Debtor is Deleted
 3. Claim Category is IPV and Substantiation Method is S, A, or D and the Repayment Approach Method of Collection is not equal to R
 4. Criminal Judgement Date is greater than 0001-01-01 and the Repayment Approach Method of Collection is not equal to R
 5. The Letter of Overpayment Date (LOI) must be 10 working/business days greater than the run date
- E. If debtor(s) is found, EPICS divides the recoupment amount equally amount the debtors on the AFDC or TANF case.
 - F. EPICS sorts all claims involved and posts to the oldest claim first for each debtor.

- G. If no debtors eligible for recoupment are found, the case is displayed on the FRD401 EIS Recoupment Error Report with the message: NO CLAIM TO POST MONEY
- H. If there is an error applying the payment due to debtor-referral combinations, the case is displayed on the FRD401 EIS Recoupment Error Report with the message: FRDC1APP:APPLY PAYMENT ERROR. **This message indicates the invalid relationship between the debtor and referral ID and they do not match, thus unable to apply a payment**
- I. **If a benefit has been issued and the benefit displays in NCFAST or if the benefit is re-issued/restored, the recoupment is not posted in EPICS nor does it appear on the FRD401 EIS Recoupment Error Report.**

- J. When an EIS Recoupment appears on the FRD401 EIS Recoupment Error Report due to the following errors:

No Claim to post money
Individual not a debtor in EPICS
Recoupment Amount Exceeds \$99/Invalid Recoupment Amount
Apply Payment Error **indicates the debtor and referral ID do not match.**

Either:

- 1. Post the recoupment in EPICS using **Local Recoupment** 'LR' Method of Collection
- 2. Issue supplemental benefits through **NCFAST**
- 3. Both **1 and 2 above.**

XII. FNS RECOUPMENT PROCESS

- A. EPICS identifies all **FNS** claims that are eligible for recoupment. To be eligible for recoupment:

- 1. The Referral Status must equal CO,
- 2. The Program must be FS,
- 3. The Claim Balance must be greater than zero,

Calculation of the balance in EPICS for the **FNS** case is completed by determining the oldest claim for all debtors that are associated with the particular **FNS** case.

- a. If the oldest claim is IPV, the balance is the sum of all IPV claims.
- b. If the oldest claim is AE, the balance is the sum of AE, IHE, and SIE claims.
- c. If the oldest claim is IHE, the balance is the sum of AE, IHE, and SIE claims.
- d. If the oldest claim is SIE, the balance is the sum of AE, IHE, and SIE claims.

4. The Claim has not been deleted,
 5. The Claim Category must be IPV, IHE, AE, or SIE,
 6. The Claim Substantiation Method is not S or D,
 7. The Letter of Overissuance date must be the current date minus ten (10) work days (business days).
 8. The claim must be delinquent:
 - a. Identify all payments made in the last sixty (60) days,
 - b. Payments not considered are: AJCA, AJCD, AJCI, AJUC, EX, EB, FSC, R, LR,
 - c. All payments that are considered, C, O, S, N, CN, T, CT, are added together,
 - d. All adjustments that are considered, which is ADJ, are added together,
 - e. The sum of all considered payments minus the sum of all considered adjustments equals the net payment,
 - f. If the net payment is greater than zero, the person is not delinquent.
- B. EPICS determines all claim debtors for the claims identified and determines from the Common Data Database (CNDS) which debtors are included in an active Food **and Nutrition Services** case. In addition, the claim debtors must meet the following criteria:
1. The Claim Debtor is not deleted,
 2. The Claim Debtor Food Stamp Appeal indicator is not 'X',
 3. The Claim Debtor Repayment Approach is 'R', if the claim has a criminal judgement,
 4. The Claim Debtor Repayment Approach is 'R', if the Claim Category is IPV and the Substantiation Method is A, S, or D,
- C. EPICS sends to **NCFAS**T the case ID for the active Food **and Nutrition Services** case, the claim category, and the claim balance for each debtor in the active Food **and Nutrition Services** case. Based on the claim category, FSIS uses the appropriate percentage to recoup from the FSIS case.
- D. EPICS posts Food **and Nutrition Services** recoupments the last work night of the month, and posts recoupment money to the claims sorted by the oldest establishment date and referral ID. The recoupment amount is divided equally among all debtors who are in the active Food **and Nutrition Services** case from which the recoupment came. It is possible that a recoupment may come from a Food **and Nutrition Services** case in County A to pay on a claim in County B. This could occur when a debtor on a referral is owned by one county is receiving Food **and Nutrition Services** benefits in another county.